

Frequently Asked Questions on the HEMI Calendar Migration

The following is a list of questions that have been posed to the HEMI team to date regarding the MeetingMaker to Exchange migration/cutover at NASA HQ.

Logistics

When can I start using the Outlook/Entourage Calendar?

You can start using the Outlook/Entourage calendar beginning June 27.

Will you migrate my MeetingMaker data?

Yes

How far into the past will you migrate?

We are currently testing two options. Migrating meetings from 1 month in the past only and migrating all previous meetings and converting your historical meetings into activities. During the data migration, a HEMI and MeetingMaker outage will be required. The decision will be made based on the length of processing time to import previous meetings.

How far into the future will you migrate?

All future meetings will be migrated.

Who I contact when there is a problem?

Contact the help desk if you encounter a problem.

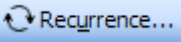
Where will the information be online?

Information can be found on the HEMI website: <http://www.hq.nasa.gov/hemi>

Meetings

What happens to reoccurring meetings? Are they broken apart into separate meetings?

Repeating Meetings are setup in same manner that all other meetings are setup. In Outlook, repeating meetings are called "Recurring Meetings." To setup a recurring meeting:

1. Create the meeting in the normal manner
2. Before exiting, click the Recurrence  in the toolbar. You will see the following window appear:

Appointment Recurrence

Appointment time
 Start: 6:00 PM End: 6:30 PM Duration: 30 minutes

Recurrence pattern
☐ Daily
☒ Weekly
☐ Monthly
☐ Yearly

Recur every 1 week(s) on:
☐ Sunday ☐ Monday ☐ Tuesday ☒ Wednesday
☐ Thursday ☐ Friday ☐ Saturday

Range of recurrence
 Start: Wed 3/23/2005
☒ No end date
☐ End after: 10 occurrences
☐ End by: Wed 5/25/2005

OK Cancel Remove Recurrence

3. In the Appointment time section, enter the start and end time and duration of the meeting.
4. In the Recurrence pattern section, enter when and how often you want the meeting to recur.
5. In the Range of recurrence section, enter the start and end date that you want the recurring meetings.
6. Click OK to save the recurrence.

Can I create my own group calendars and share them with other users? (Not talking about migrating an existing calendar, but making one from scratch in Outlook/Entourage. Creating seems to work. Sharing does not.)

No. You can create a local calendar to keep appointments that you do not want stored on the server. However, you cannot share out the local calendar with other people.

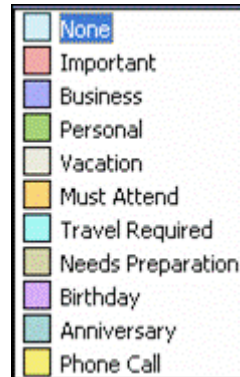
Labels

Will colors on labels be migrated?

Colors on labels will not carry from MM into Outlook/Entourage. We are working on documenting procedures for users to relabel meetings.

How can I customize labels in Outlook/Entourage? Can I change the color of the labels?

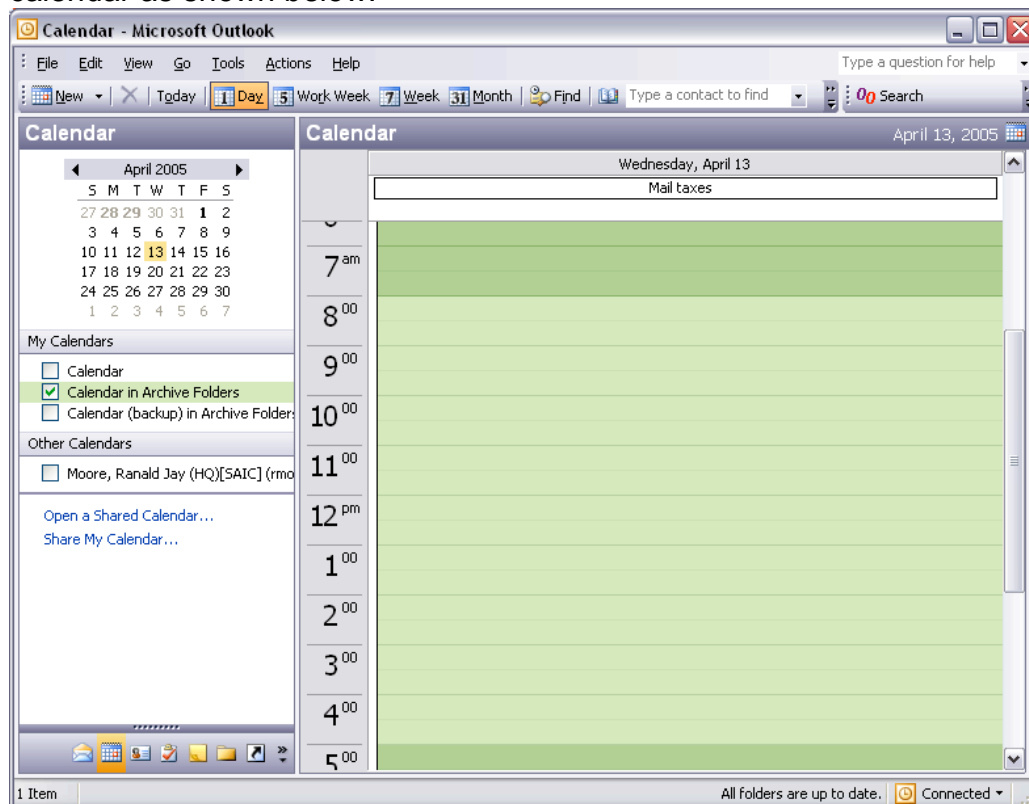
The label colors can't be changed, but the names can be changed. The colors and the default label names are as follows:



Banners

What happens to banners? Do they disappear or come in as appointments?

Banners will be imported and they will appear in the event window of the calendar as shown below.



Locations/Conference Rooms

Will locations (i.e. code X conference room) be migrated?

Yes

How and where will they appear in Outlook/Entourage?

Conference rooms will appear with the same name that they have today, but they will have a prefix of CR-HQ. For example, MIC7a will appear as CR-HQ-MIC7a.

How will I choose a location from Outlook?

In the new appointment window, simply invite the location as an attendee.

Resources

Will Resources be migrated?

Yes

How and where will they appear in Outlook/Entourage?

Resources will appear as functional accounts in Outlook/Entourage and will have an HQ prefix attached. For example, the AV Conference Support resource in MeetingMaker will appear as HQ-AV Conference Support in Exchange.

Where will the resources be in Outlook/Entourage?

You can find resources listed in the GAL.

How will I choose a resource from Outlook?

In the new appointment window, simply invite the location as an attendee.

Proxies

Will Proxies be migrated?

Yes. In Outlook/Entourage, they are called delegates. Delegation is currently available for the Outlook client. Mac users will have to use Outlook Web Access or Outlook 2003 via Citrix for delegation. Delegate access grants another person permission to manage your E-mail, Calendar, Contacts, Tasks, Notes, or Journal on your behalf. Delegates can have Editor, Author, or Reviewer permissions.

Author: With author permissions, the delegate can read and create items, modify and delete items the owner creates, and send items on behalf of the owner. For example, a delegate can create task requests and meeting requests directly in the owner's Task or Calendar folder, and then send either item on the owner's behalf.

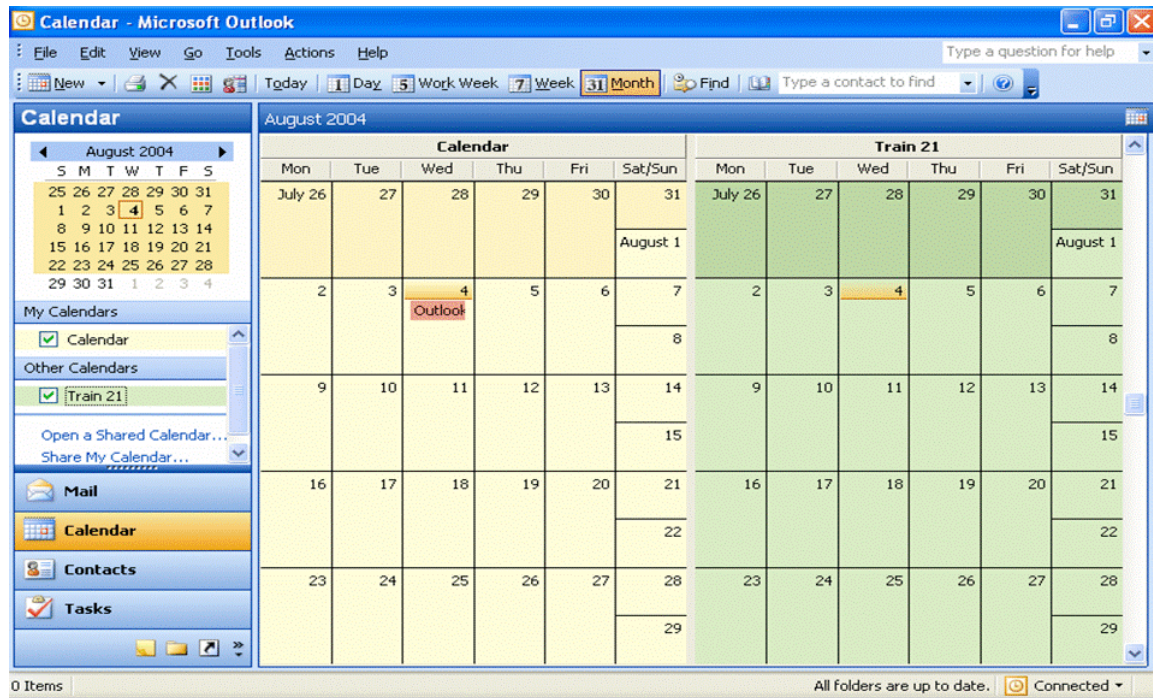
Editor: With editor permissions, the delegate can do everything the Author permission grants, plus modify and delete the items the owner created.

Reviewer: With reviewer permissions, the delegate can read items only.

Where will the proxies be in Outlook/Entourage? How will users choose a proxy from Outlook?

If someone has granted you delegate privileges to their calendar, perform the following steps to open their calendar:

1. On the **Tools** menu, click **E-Mail Accounts**.
2. Click **View or change existing e-mail accounts**, and then click **Next**.
3. In the list, click the Exchange account type, and then click **Change**.
4. Click **More Settings**, and then click the **Advanced** tab.
5. Click **Add**, type the mailbox name of the person whose mailbox you want to add, and then click **OK**.
6. Click **Next** and click **Finish**.
7. On the **Go** menu, click **Folder List**. The other person's mailbox should be now visible next to yours.



Once you have opened the calendar once, you can easily open the calendar in the future by clicking on the calendar or person's name in Other Calendars in the lefthand side.

Group Calenders

Under Public directory, will the Code A, Code B, Code C, etc. groups be migrated?

Yes. Group calendars will be migrated. They will be setup as functional accounts and the owner of the group calendar in MeetingMaker will be the owner of the calendar in Exchange. You will be able to see your personal calendar and the group calendar.

How will I access this in Outlook/Entourage?

They will appear in the GAL with an HQ- prefix to the name.

Will these groups still say "Code" A, etc., or will the names change (to Office of the administrator)?

The same names that are in use today will appear in the GAL. For example, the code-A calendar in MeetingMaker will be HQ-codeA in the GAL.

Will I have to recreate the proxies?

No. Proxies will be imported during the migration.

What are we doing about calendars whose owner is no longer with NASA? How will proxies be re-established for those users?

We will work with the ITPOC's to identify new owners for any group calendars that have owners who are no longer here.

PDA Devices

I have a BlackBerry, Palm Pilot, or Treo PDA device. What do I have to do get the calendar to sync with my device?

The following table outlines what will occur after the data migration for each device on the PC and Mac desktops:

PDA Device	PC	Mac
BlackBerry	Users who already have BlackBerry service through HEMI's BES will not have to do anything. Meetings will automatically be synchronized after data migration.	Users who already have BlackBerry service through HEMI's BES will not have to do anything. Meetings will automatically be synchronized after data migration.

PDA Device	PC	Mac
Treo	Users who already have Treo service through HEMI's Goodlink will not have to do anything. Meetings will automatically be synchronized after data migration.	Users who already have Treo service through HEMI's Goodlink will not have to do anything. Meetings will automatically be synchronized after data migration.
Palm	A desktop touch will be required in order to reconfigure the desktop for Outlook. Only the Calendar conduit will change. Details concerning the desktop touch are still in work.	A desktop touch will be required in order to reconfigure the desktop for Entourage. The conduit to allow sync with Entourage will force the address book conduit to also sync with Entourage. Any contacts in the Palm desktop that have not been imported to Entourage will not appear/sync with the Palm after the conduit change. We are currently working on documenting workarounds. Details concerning the desktop touch are still in work.

Do I have to put in a request for someone to configure this? Or, will someone come to my desk automatically?

We have a list of all ODIN supported palm devices and are working on the details of how the desktop touch will operate.

Will I have to push any buttons on my device afterwards, or will the syncing continue to happen?

You will continue to use the current method of data synchronization after the migration.